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December 17, 2012

Mr. Julius Genachowski, Chair
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Facilitating the Deployment of Texting to 911, Docket No. 11-153

Dear Chairman Genachowski,

I want to thank you and your fellow commissioners for the recent decision on texting to 911. It will assist in the effort to ensure meaningful access to 911 for persons who are Deaf and hard of hearing.

The decision reflects a reasoned approach that recognizes there are few “one-size-fits-all” solutions when it comes to deploying major technical improvements to 911 and that different states and regions are upgrading their 911 infrastructure at varying paces and to differing degrees.

The approach the staff of the Public Safety and Homeland Security Bureau took on this issue was particularly commendable, offering leadership while fostering consensus among interested parties. I urge you to encourage this approach and continue the Commission’s focus on 911 issues with national impact, particularly the terrible problems non-service initialized phones create in our public safety answering points.

With kindest regards,

Lynn Questell
Executive Director

Cc/ TECB